

Understanding Our Customers

Customer Experience Report

Mid-Year 2025/26



Contents

- 1** Introduction | Page 2
- 2** Quality and Assurance | Pages 3 to 4
- 3** Data and Intelligence by Profile | Pages 5 to 9
- 4** Understanding Our Data | Pages 10 to 12
- 5** Appendices | Pages 13 to 20

01

Introduction

At the core of our ongoing success lies a deep commitment to understanding our customers' experiences.

This report explores how we gather, interpret, and act on customer feedback to improve the quality, responsiveness, and accountability of our services. By listening carefully to what our customers tell us through satisfaction surveys, both in relation to perception and experience, we are able to gain valuable insights that shape our decisions, drive service improvements, and strengthen trust.

This report delivers a thorough analysis of customer profiles against satisfaction across all service areas and Tenant Satisfaction Measures (TSMs) at the mid-year point (April – September) of the 2025/26 financial year. By presenting detailed and insightful data, we aim to inform and inspire our future strategic decisions. The key findings summarised here highlight critical insights that will drive continuous improvement and enhance the quality and impact of the services we provide.

Data sources:

- Appendix A - Transactional Survey Results- Equality & Diversity Breakdown
- Appendix B - Tenant Satisfaction Measures Survey- Equality & Diversity Breakdown
- Appendix C - OVH Customer Profile Data- Mid-Year Update 2025/26
- Appendix D - Customer Profile against Complaints Received at Stage One and Stage Two- Mid-Year Update 2025/26



02

Quality and Assurance

In Quarter One, 2025/26, Officers instructed HouseMark, the leading data and insight company for the UK housing sector to carry out an assurance exercise, to review our overall approach to collating, and utilising customer Data and Intelligence from Satisfaction Surveys.

Specific areas of focus included:

- Overall survey design
- Questionnaire design
- Methodology for data collection
- Sampling frame design
- Data quality
- Analysis and reporting, including post survey communication

Whilst the exercise provided assurance against One Vision Housing's current approach to utilising customer Data and Intelligence, HouseMark determined four key overall conclusions to consider that may enhance our ability to better understand customer sentiment and use data and intelligence to inform service delivery.

Key findings:

- HouseMark found that the overall survey programme is considerable with a high volume of transactional surveys complimenting the TSM survey programme. Surveys are believed to be generally well-structured but include "nice to know" questions rather than solely "need to know" questions.
- HouseMark determined that rates and statistical reliability and representativeness vary across touchpoints.
- HouseMark reported that surveys are conducted via telephone through an in-house call centre, which is a cost effective, secure, controlled and efficient method of data collection, but acknowledged that this method of data capture can be resource intensive and potentially biased.
- HouseMark noted that when considering analysis and reporting of data captured, dashboards are in place but focus on standalone, current data with limited trend tracking. In addition, whilst qualitative comments are collected, there is an opportunity for them to be further utilised in reporting.

Consequently, Officers of One Vision Housings Customer Experience Team have developed an Improvement Action Plan, incorporating key findings with a view to enhancing the use of customer Data and Intelligence to improve service delivery and enhance customer experience.

Throughout Quarter Two of 2025/26 and beyond, One Vision Housing are trailing the following key amendments to the process of collating and utilising customer Data and Intelligence via Customer Satisfaction Surveys:

- A mixed methodology approach: Officers are trailing carrying out surveys both in person, and digitally via text, email and QR code as well as surveys conducted via outbound telephone calls.
- In the three key areas of Repairs and Maintenance, Complaints and Communication, Grounds Maintenance and Communal Cleaning, Officers are amending the survey design to ask only 'Yes' or 'No' questions to determine customer satisfaction as a trial, rather than the current scale format of 'Very Satisfied' to 'Very Dissatisfied', removing the option for customers to be 'Neither Satisfied or Dissatisfied'.
- All surveys, including Transactional and TSM Surveys are under review to ensure that questions asked are done so on a 'need to know' basis. I.e. for KPI's and Regulatory returns, rather than on a 'nice to know' basis. This exercise will also include a review of the number of surveys completed across all areas to ensure our approach is fit for purpose.
- Officers will be trailing varying approaches to implement new, and improve existing processes, to include qualitative feedback into reporting. This includes exploring the use of AI and other technologies to add context and emotional depth to responses with thematic and sentiment analysis as well as visual insights.

The Perfect Experience

In addition to Housemark recommendations, Since August 2025, OVH Customer Experience Team have been working on processes to capture data and intelligence in relation to our customers 'Perfect' Customer Experience.

Upon completing a satisfaction survey, whether customers express satisfaction or dissatisfaction with our service(s), customers are asked to share details of the improvements they believe One Vision Housing could embed to result in a 'Perfect' Customer Experience. With the use of AI tools, this intelligence is collated to provide a customer sentiment, based on themes and trends across three essential improvement areas:

- Key Issues and Expectations
- Positive Feedback
- Suggestions for the Perfect Experience

The detail provided allows service area leads to better track customer success across key touchpoints and provides valuable insight to support the design and delivery of services.

Further updates will be provided to Board as part of future reporting.

03

Data and Intelligence by Customer Profile

Transactional Satisfaction Surveys – Key Findings

One Vision Housing are committed to delivering first class housing services that continually improve and exceed our customers' expectations. In order to achieve this, we measure performance across a wide range of services. We carry out various satisfaction surveys around the services we deliver to our customers to ensure we are meeting customer expectations and delivering a high level of service. Customer data and intelligence is gathered across the following service areas:

- Aids and Adaptations
- Anti-social behaviour
- Communal Cleaning and Grounds Maintenance
- Complaints
- Customer Service Centre
- Day to Day Repairs
- Gas Repairs and Servicing
- Home Improvement
- New Tenant Surveys

A total of 3,679 satisfaction surveys have been carried out with customers at the mid-year point of 2025/26 (April to September 2025). Whilst a full breakdown of customer satisfaction for each service area is provided at the end of this report (Appendix A), a summary of the key findings is provided below:

Transgender:

- On all but one of the surveys, Transgender customers reported 100% satisfaction with the service they received. A small number responded, though, with only two responses for the majority of the surveys (eight surveys in total completed).
- The Day-to-Day Repair Survey received 50% satisfaction from Transgender customers (1/2), against 90.7% (417/460) for non-Transgender customers in this area. Due to the low levels of satisfaction surveys completed, it is difficult to draw any conclusions from the sample size.

Ethnicity:

- Ethnic minority customers have a higher level of satisfaction in five out of the 11 transactional surveys, as at mid-year 2025/26. 100% satisfaction was associated with surveys relating to: Anti-Social Behaviour, Customer Service Centre, Home Improvement, and New Tenant. 75% of ethnic minority customers (3/4) reported satisfaction with complaints in comparison to 71.9% non-ethnic minority (64/89).
- Six of the surveys have seen a lower level of satisfaction for the year to date, though it should be pointed out that ethnic minority customers make up a small (3.9% of respondents) proportion of the results, which can result in the results reporting more variance. The results for these surveys are summarised below:
 - o Cleaning Services Survey: 60.0% satisfaction from ethnic minority customers, with 6 out 10 satisfied with the overall service. For non-ethnic minority customers, satisfaction was 75.1% (148/197).
 - o Day to Day Repairs Survey: 75.0% satisfaction from ethnic minority customers, with 15 satisfied customers out of the 20 who were surveyed (91.7% for non-ethnic minority).
 - o Gas Repairs: Satisfaction for ethnic minority customers was 83.3% (5/6) compared to 95.6% (203/208) for those who were non-ethnic minority.
 - o Gas Servicing: Satisfaction for ethnic minority customers was 90.0% (9/10) compared to 97.6% for those who are non-ethnic minority (203/208).
 - o Grounds Maintenance: 66.7% satisfaction as at mid-year (2/3) compared to 85.4% for non-ethnic minority (170/199).

Gender:

- Female customers have completed significantly more surveys than Males as at mid-year point of 2025/26. Males have completed 33% of the surveys, whereas Females have completed 67%. However, Females make up 61.5% of our Customer Base (detailed in Appendix C).
- Female customers were less satisfied in six out of the 11 surveys. In some cases, there was only a minor difference, such as the Customer Service Centre Survey; satisfaction from Males resulted in 98.3%, whereas it was 97.6% for Females.
- Surveys that had had a notable difference in perception included Cleaning Services, which had a 24.1% difference in satisfaction (86.2% for Males and 62.1% for Females). Furthermore, the Anti-Social Behaviour Survey received 100% satisfaction from Male customers, and 94.4% from Females.
- Male customers had a lower level of satisfaction for Home Improvement works, in which Males reported 90.9% compared to 95.2% for Females. In addition, our Aids and Adaptations service area highlighted lower satisfaction for Males, 92.5% compared with 96.9% for Females.

Disability:

- Customers with a recorded disability, reported lower satisfaction in seven of the 11 surveys when compared to those customers with no disability recorded. The seven surveys related to the following areas: Aids & Adaptations, Anti-Social Behaviour, Complaint Feedback, Day to Day Repairs, Gas Servicing, Grounds Maintenance, and New Tenant surveys. However, four of those were only lower by a couple of percentage points.
- Of the three surveys with more notable differences in customer perception, these are detailed below:
 - o Aids and Adaptations Survey: 93.4% overall satisfaction from customers with a disability (71/76) compared with, satisfaction of 98.4% (60/61) for customers with no disability.
 - o Anti-Social Behaviour: 90.5% satisfaction was reported from customers with a disability (19/21). Satisfaction for customers who do not have a disability was 100% (27/27).
 - o Complaint Feedback: Satisfaction was 66.7% from customers with a disability (26/39) compared to 75.0% (45/60) for those customers who do not have a disability.

Sexual Orientation:

- A small number (35) of LGBTQ+ customers have completed satisfaction surveys at the mid-year point of 2025/26. The following surveys have received 100% satisfaction from LGBTQ+ customers; Aids and Adaptations, Cleaning Services, Complaint Feedback, Day to Day Repairs, Gas Servicing, Home Improvement and New Tenant (21 surveys completed in total across those seven areas).
- LGBTQ+ customers were less satisfied with Gas Repairs, with 85.7% satisfaction for this service (6/7 in total) in comparison to non-LGBTQ+ customers 95.1% (176/185). Another area showing significantly lower levels of satisfaction was the Customer Service Centre, 50% satisfaction for LGBTQ+ customers against 99.5% satisfaction for non-LGBTQ+ customers. However, only two surveys were completed with LGBTQ+ customer in comparison to 191 with non-LGBTQ+ in this area.

Tenant Satisfaction Measures Survey – Key Findings

From 1st April 2023, the Regulator of Social Housing introduced Tenant Satisfaction Measures (TSM) to assess how well social housing landlords are doing at providing good quality homes and services. These measures are designed to help improve standards for people living in social housing by monitoring performance against a set of key themes. Between 1st April 2025 and 30th September 2025, we continued our commitment to gathering customer views. We carried out 600 surveys with a diverse range of customers, across various locations, property types, and age ranges, to gain a broad understanding of our customers' perspectives. These surveys were carried out via telephone by our survey team.

The full Tenant Satisfaction Measures Survey (TSM) results are included within this report (Appendix B) detailing satisfaction against each of the twelve TSM questions, broken down by our customers protected characteristics. A summary of the key findings is provided below:

Transgender:

No Transgender customers have completed the Tenant Satisfaction Measures Survey at mid-year 2025/26.

Ethnicity:

- At the mid-year point of 2025/26, ethnic minority customers reported a higher level of satisfaction across eleven of the TSM questions, with nine of those results achieving 100%. This includes overall satisfaction with service, satisfaction with the repairs service, customers agreeing that they are treated fairly and with respect, and with the complaints service.
- The only question with a slightly lower level of satisfaction year to date is TP05- customers agreeing that OVH provides a home that is safe. 91.7% of ethnic minority customers (11/12) in comparison to 92.6% for non-ethnic minority customers (461/498).

Gender:

- At the mid-year point of 2025/26, Males report a higher level of satisfaction across seven of the 12 TSM questions. The most notable differences can be found below:
 - TP02- Satisfaction with Repairs: Satisfaction was 89.6% for Males against 80.0% for Females.
 - TP04- Home is Well Maintained: Satisfaction was 90.0% for Males against 83.8% for Females.
 - TP09- Satisfaction with Complaints: Satisfaction was 57.1% for Males against 50.0% for Females.
 - TP10- Satisfaction with Upkeep of Communal Areas: Satisfaction was 80.2% for Males against 69.4% for Females.
- Four TSM questions reveal a higher level of satisfaction from Females who completed the TSM Survey. The majority were only higher by a few percentage points, apart from TP12- Satisfaction with approach to handling Anti-Social Behaviour: Satisfaction at the mid-year point of 2025/26 is 76.3% for Females, and 62.5% for Males.
- For both Male and Female customers, satisfaction is 92.3% for TP05- customers who agree that OVH provides a home which is safe.

Disability:

- Out of all customers surveyed who have a recorded disability, ten of the TSM Survey questions resulted in a higher satisfaction score when compared to those customers who have reported not having a disability.
- The two TSM questions that returned a lower satisfaction score from customers who report having a disability are detailed below:
 - TP05- OVH Provides a Home that is Safe: Satisfaction at the mid-year point of 2025/26 returns 91.6% satisfaction for customers with a disability against 92.6% for those who do not have a disability.
 - TP09- Satisfaction with Complaint Handling: 52.9% of customers with a disability reported being satisfied against 53.3% satisfaction for those customers without a disability.

Sexual Orientation:

- A total of nine LGBTQ+ customers have completed the TSM Survey at the mid-year point of 2025/26, with six questions receiving 100% satisfaction. This includes satisfaction that OVH provides a home which is safe, handling of anti-social behaviour cases, and that OVH treats them fairly and with respect.
- LGBTQ+ customers reported being slightly less satisfied with our repair's services (83.3% against 93.8% for non-LGBTQ+ customers). Also, the upkeep of communal areas received 66.7% satisfaction from LGBTQ+ customers (2/3) against 77.7% satisfaction for non-LGBTQ+ customers (115/148), and lastly, 88.9% of LGBTQ+ customers (8/9) reported satisfaction against being kept informed by OVH, in comparison with 93% satisfaction for non-LGBTQ+ customers (423/455).

04

Understanding Our Data: Service Improvements

To ensure our service delivery is informed by a deep understanding of our customers data and intelligence, we have drawn on a wide range of customer feedback sources, including both transactional and perception-based satisfaction surveys, as well as complaints data.

This information has been carefully analysed across key customer profiles—such as ethnicity, gender, age, disability, sexual orientation, and transgender identity—to identify patterns, disparities, and areas for improvement. By triangulating these data sets, we are able to build a more nuanced understanding of our customers experience, tailor our improvement actions to specific needs, and drive service improvements that are equitable, responsive, and aligned with our commitment to continuous improvement.

A summary of key findings and linked improvement actions is detailed below:

Anti-Social Behaviour

- Transactional Results- 100% satisfaction from Male customers, and 94.4% from Females.
- TSM Results- 76.3% for Females, and 62.5% for Males.
- 90.5% satisfaction was reported from customers with a disability (19/21). Satisfaction for customers who do not have a disability was 100% (27/27).
- Customers report Anti-Social Behaviour to be in their top three priorities with 10% of customers making it their number one priority.
- 45.7% of complaints received about Anti-Social Behaviour were from Females, with 31.4% from Males. The remaining 22.9% of complaints received were either anonymous or from customers who did not wish to disclose their gender.

Aids and Adaptations

- Aids and Adaptations Transactional Survey: 93.4% overall satisfaction from customers with a disability (71/76) compared with, satisfaction of 98.4% (60/61) for customers with no disability.
- OVH received one complaint in relation to our Aids and Adaptations service. However, the customer did not wish to disclose whether or not they had a disability.

Communal Spaces

- Transactional Satisfaction with Cleaning Services – 86.2% for Males against 62.1% for Females.
- TSM – TP10 – Satisfaction with upkeep of communal areas – 80.2% for Males against 69.4% for Females.
- 61.1% of complaints received about Communal Cleaning were from Females, with 22.2% from Males. The remaining 16.7% of complaints received were either anonymous or from customers who did not wish to disclose their gender.
- 25–44-year-olds reported the lowest levels of satisfaction out of all age bands (16-24, 24-44, 45-64 and 65+) for satisfaction with cleaning services (transactional) at 60.6% satisfaction.
- 25-44-year-olds also reported the lowest levels of satisfaction with TSM question TP10 in relation to the upkeep of communal spaces, reporting 65.2% satisfaction.
- This age band reported 78.7% satisfaction with TSM question TP04 in relation to OVH providing a home that is well-maintained. This was the lowest level of satisfaction returned across the age bands.
- 25–44-year-olds make up the second largest age band profile accounting for 32.3% of OVH’s customer base and are also responsible for the second highest number of complaints made by age profile, accounting for 28.7% of Stage One complaints made and 29.5% of Stage Two complaints made.

Complaints and Communication

Customers who report having a disability make up 31.8% of Stage One complaints made at this mid-year point of 25/26 and 36.1% of Stage Two complaints made. 34% of One Vision Housings customer base report having a disability. Therefore, there are no disparities in complaints made by customers who report having a disability.

- Transactional Satisfaction was 66.7% from customers with a disability (26/39) compared to 75.0% (45/60) for those customers who do not have a disability.
- TSM – TP09 – Satisfaction with Complaint handling – 52.9% for customers with a disability against 53.3% for customers who do not have a disability.

New Tenants

- 45 – 64-year-olds reported 90% satisfaction in this area and customers who are 65+ reported 83.35% satisfaction, both lower than any other age profiles.
- There are no disparities in this area in relation to TSM results or complaints.

Home Improvements

- 45 – 64-year-olds reported 90.6% satisfaction with home improvements and customers who are 65+ reported 92.3% in the same area. All other age bands reported 100% satisfaction.
- 45 – 64 years olds reported the highest number of complaints in this area with 28.9% and customers who are 65+ reported the joint second highest, accounting for 23.7% of complaints.
- There are no disparities in this area in relation to TSM results.

Repairs

- 75% Satisfaction received from ethnic minority customers for day-to-day repairs (transactional surveys) against 91.7% for non-ethnic minority customers.
- 100% satisfaction received from ethnic minority customers (5/5) against TSM TP02 – Satisfaction with repair service.
- 4.6% of customers that made a Stage One or Stage Two complaint in relation to repairs at the mid-year point of 25/26 are ethnic minority. Ethnic minority customers make up 6.5% of our wider customer base.

Next Steps

Throughout Quarter Three, Officers will continue to interrogate customer data and intelligence in greater depth, with a particular focus on identifying and understanding the root causes of dissatisfaction. This will include direct engagement with customers who have expressed concerns, enabling us to gather richer insights and embed targeted improvement actions across service areas. These efforts will ensure our approach remains responsive and customer-led, and updates on progress and outcomes will be shared with Board as part of future performance reporting.

Appendix A

Transactional Survey Results - Equality & Diversity Breakdown

Ethnicity

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance		Home Improvement Survey		New Tenant Survey	
Ethnic Minority	-	0 / 0	100.0%	6 / 6	60.0%	6 / 10	75.0%	3 / 4	100.0%	7 / 7	75.0%	15 / 20	83.3%	5 / 6	90.0%	9 / 10	66.7%	2 / 3	100.0%	6 / 6	100.0%	14 / 14
Non-Ethnic Minority	95.2%	119 / 125	94.7%	36 / 38	75.1%	148 / 197	71.9%	64 / 89	97.5%	192 / 197	91.7%	385 / 420	95.6%	195 / 204	97.6%	203 / 208	85.4%	170 / 199	93.1%	95 / 102	92.0%	92 / 100
Prefer not to say / Unknown	100.0%	17 / 17	92.9%	13 / 14	68.8%	22 / 32	74.4%	29 / 39	100.0%	36 / 36	89.7%	35 / 39	96.2%	25 / 26	94.7%	36 / 38	72.7%	24 / 33	93.8%	45 / 48	90.0%	9 / 10
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Age

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance		Home Improvement Survey		New Tenant Survey	
16 - 24	100.0%	2 / 2	100.0%	4 / 4	70.0%	7 / 10	100.0%	2 / 2	75.0%	3 / 4	100.0%	5 / 5	100.0%	5 / 5	100.0%	1 / 1	77.8%	7 / 9	100.0%	1 / 1	100.0%	23 / 23
25 - 44	92.3%	12 / 13	96.6%	28 / 29	60.6%	40 / 66	69.2%	27 / 39	100.0%	50 / 50	90.8%	118 / 130	84.2%	32 / 38	94.0%	47 / 50	77.4%	48 / 62	100.0%	36 / 36	93.3%	42 / 45
45 - 64	93.8%	45 / 48	91.7%	11 / 12	77.8%	56 / 72	67.6%	25 / 37	96.1%	74 / 77	87.2%	129 / 148	97.6%	83 / 85	97.3%	109 / 112	85.9%	61 / 71	90.6%	48 / 53	90.0%	36 / 40
65+	97.3%	72 / 74	100.0%	3 / 3	81.8%	63 / 77	79.2%	19 / 24	99.0%	95 / 96	92.7%	165 / 178	98.0%	100 / 102	98.8%	84 / 85	87.8%	72 / 82	92.3%	24 / 26	83.3%	10 / 12
Prefer not to say / Unknown	100.0%	5 / 5	90.0%	9 / 10	71.4%	10 / 14	76.7%	23 / 30	100.0%	13 / 13	100.0%	18 / 18	83.3%	5 / 6	87.5%	7 / 8	72.7%	8 / 11	92.5%	37 / 40	100.0%	4 / 4
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Gender

	Aids & Adaptations Survey		ASB Survey		Cleaning Services Survey		Complaint Feedback Survey		Customer Service Centre Survey		Day to Day Repair Survey		Gas Repair		Gas Servicing Survey		Grounds Maintenance		Home Improvement Survey		New Tenant Survey	
Female	96.9%	93 / 96	94.4%	34 / 36	62.1%	72 / 116	71.6%	48 / 67	97.6%	164 / 168	89.1%	295 / 331	95.4%	166 / 174	98.2%	162 / 165	82.2%	97 / 118	95.2%	79 / 83	93.5%	72 / 77
Male	92.5%	37 / 40	100.0%	12 / 12	86.2%	94 / 109	71.4%	25 / 35	98.3%	58 / 59	93.8%	122 / 130	96.4%	54 / 56	95.2%	79 / 83	85.8%	91 / 106	90.9%	30 / 33	90.5%	38 / 42
Prefer not to say / Unknown	100.0%	6 / 6	90.0%	9 / 10	71.4%	10 / 14	76.7%	23 / 30	100.0%	13 / 13	100.0%	18 / 18	83.3%	5 / 6	87.5%	7 / 8	72.7%	8 / 11	92.5%	37 / 40	100.0%	5 / 5
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Religion

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Buddhist	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	0.0%	0 / 1
Christian	93.8%	90 / 96	96.4%	27 / 28	79.6%	90 / 113	71.7%	43 / 60	98.1%	151 / 154	89.6%	251 / 280	95.9%	140 / 146	98.1%	156 / 159	89.1%	106 / 119	95.6%	65 / 68	91.5%	43 / 47
Muslim	-	0 / 0	-	0 / 0	100.0%	2 / 2	-	0 / 0	-	0 / 0	100.0%	3 / 3	50.0%	1 / 2	100.0%	5 / 5	100.0%	1 / 1	100.0%	1 / 1	100.0%	3 / 3
Other	100.0%	24 / 24	100.0%	15 / 15	69.7%	46 / 66	84.0%	21 / 25	97.8%	45 / 46	92.1%	105 / 114	93.3%	42 / 45	90.0%	36 / 40	76.8%	53 / 69	86.2%	25 / 29	90.5%	38 / 42
No Religion	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
Prefer not to say / Unknown	100.0%	21 / 21	86.7%	13 / 15	64.8%	35 / 54	68.9%	31 / 45	97.2%	35 / 36	94.3%	66 / 70	97.1%	34 / 35	97.7%	43 / 44	78.9%	30 / 38	94.3%	50 / 53	100.0%	27 / 27
Hindu	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
Atheist	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1
Agnostic	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
Jehovah's Witness	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Appendix A (cont.)

Transactional Survey Results - Equality & Diversity Breakdown

Disability

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Disability	93.4%	71 / 76	90.5%	19 / 21	85.6%	77 / 90	66.7%	26 / 39	99.0%	96 / 97	89.7%	175 / 195	97.6%	82 / 84	95.0%	95 / 100	83.7%	87 / 104	97.8%	44 / 45	92.2%	47 / 51
No disability	98.4%	60 / 61	100.0%	27 / 27	68.5%	85 / 124	75.0%	45 / 60	96.9%	123 / 127	90.7%	234 / 258	94.2%	131 / 139	98.6%	143 / 145	83.8%	98 / 117	91.5%	65 / 71	94.1%	16 / 17
Prefer not to say / Unknown	100.0%	5 / 5	90.0%	9 / 10	56.0%	14 / 25	75.8%	25 / 33	100.0%	16 / 16	100.0%	26 / 26	92.3%	12 / 13	90.9%	10 / 11	78.6%	11 / 14	92.5%	37 / 40	92.9%	52 / 56
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Sexual Orientation

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Heterosexual	94.6%	105 / 111	100.0%	43 / 43	74.6%	141 / 189	71.4%	60 / 84	99.5%	190 / 191	90.6%	358 / 395	95.1%	176 / 185	97.6%	204 / 209	84.5%	163 / 193	93.2%	96 / 103	90.6%	87 / 96
LGBTQ+	100.0%	3 / 3	0.0%	0 / 1	100.0%	1 / 1	100.0%	1 / 1	50.0%	1 / 2	100.0%	7 / 7	85.7%	6 / 7	100.0%	4 / 4	75.0%	3 / 4	100.0%	1 / 1	100.0%	4 / 4
Prefer not to say / Unknown	100.0%	28 / 28	85.7%	12 / 14	69.4%	34 / 49	74.5%	35 / 47	93.6%	44 / 47	90.9%	70 / 77	97.7%	43 / 44	93.0%	40 / 43	78.9%	30 / 38	94.1%	48 / 51	100.0%	24 / 24
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Transgender

	Aids & Adaptations		ASB		Cleaning Services		Complaint Feedback		Customer Service Centre		Day to Day Repair		Gas Repair		Gas Servicing		Grounds Maintenance		Home Improvement		New Tenant	
Yes	100.0%	2 / 2	-	0 / 0	-	0 / 0	-	0 / 0	100.0%	1 / 1	50.0%	1 / 2	100.0%	2 / 2	-	0 / 0	100.0%	1 / 1	-	0 / 0	-	0 / 0
No	95.6%	129 / 135	95.8%	46 / 48	73.8%	166 / 225	71.6%	73 / 102	97.8%	221 / 226	90.7%	417 / 460	95.6%	218 / 228	97.2%	242 / 249	83.9%	187 / 223	94.0%	109 / 116	92.5%	111 / 120
Prefer not to say / Unknown	100.0%	5 / 5	90.0%	9 / 10	71.4%	10 / 14	76.7%	23 / 30	100.0%	13 / 13	100.0%	17 / 17	83.3%	5 / 6	85.7%	6 / 7	72.7%	8 / 11	92.5%	37 / 40	100.0%	4 / 4
Overall Satisfaction (All Strands)	95.8%	136 / 142	94.8%	55 / 58	73.6%	176 / 239	72.7%	96 / 132	97.9%	235 / 240	90.8%	435 / 479	95.3%	225 / 236	96.9%	248 / 256	83.4%	196 / 235	93.6%	146 / 156	92.7%	115 / 124

Appendix B

Tenant Satisfaction Measures Survey - Equality & Diversity Breakdown

Ethnicity

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satsfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Ethnic Minority	100.0%	12 / 12	100.0%	5 / 5	100.0%	5 / 5	100.0%	12 / 12	91.7%	11 / 12	9 / 10	90.0%	100.0%	11 / 11	100.0%	12 / 12	100.0%	1 / 1	83.3%	5 / 6	100.0%	5 / 5	100.0%	3 / 3
Non-Ethnic Minority	87.2%	442 / 507	82.4%	294 / 357	87.9%	306 / 348	85.5%	429 / 502	92.6%	461 / 498	356 / 430	82.8%	92.5%	419 / 453	98.0%	483 / 493	47.6%	20 / 42	75.0%	111 / 148	88.2%	209 / 237	69.0%	69 / 100
Prefer not to say / Unknown	88.6%	70 / 79	86.4%	57 / 66	83.3%	55 / 66	88.8%	71 / 80	90.0%	72 / 80	58 / 71	81.7%	89.0%	65 / 73	97.5%	77 / 79	83.3%	5 / 6	80.0%	12 / 15	95.5%	42 / 44	82.4%	14 / 17
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Age

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satisfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
16 - 24	100.0%	13 / 13	100.0%	11 / 11	100.0%	11 / 11	92.3%	12 / 13	100.0%	13 / 13	90.9%	10 / 11	100.0%	13 / 13	100.0%	13 / 13	66.7%	2 / 3	71.4%	5 / 7	85.7%	6 / 7	75.0%	3 / 4
25 - 44	78.2%	133 / 170	71.8%	94 / 131	81.7%	103 / 126	78.7%	133 / 169	86.2%	144 / 167	72.4%	110 / 152	87.5%	133 / 152	98.8%	164 / 166	46.2%	6 / 13	65.2%	30 / 46	83.3%	60 / 72	68.2%	30 / 44
45 - 64	88.1%	192 / 218	84.6%	132 / 156	86.3%	132 / 153	84.8%	184 / 217	92.1%	198 / 215	82.2%	148 / 180	92.8%	181 / 195	96.2%	204 / 212	35.0%	7 / 20	75.0%	45 / 60	88.6%	93 / 105	69.0%	29 / 42
65+	94.9%	169 / 178	92.9%	105 / 113	93.8%	105 / 112	94.3%	165 / 175	97.7%	171 / 175	94.6%	141 / 149	96.9%	157 / 162	98.8%	171 / 173	83.3%	10 / 12	85.7%	48 / 56	95.7%	90 / 94	80.8%	21 / 26
Prefer not to say / Unknown	89.5%	17 / 19	82.4%	14 / 17	88.2%	15 / 17	90.0%	18 / 20	90.0%	18 / 20	73.7%	14 / 19	73.3%	11 / 15	100.0%	20 / 20	100.0%	1 / 1	0.0%	0 / 0	87.5%	7 / 8	75.0%	3 / 4
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Gender

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satsfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Female	86.6%	318 / 367	80.0%	220 / 275	87.3%	234 / 268	83.8%	305 / 364	92.3%	334 / 362	81.9%	262 / 320	91.6%	305 / 333	98.1%	352 / 359	50.0%	17 / 34	69.4%	50 / 72	89.7%	148 / 165	76.3%	58 / 76
Male	89.1%	188 / 211	89.6%	121 / 135	87.2%	116 / 133	90.0%	188 / 209	92.3%	191 / 207	85.4%	146 / 171	94.7%	178 / 188	97.5%	199 / 204	57.1%	8 / 14	80.2%	77 / 96	89.3%	100 / 112	62.5%	25 / 40
Prefer not to say / Unknown	90.0%	18 / 20	83.3%	15 / 18	88.9%	16 / 18	90.5%	19 / 21	90.5%	19 / 21	75.0%	15 / 20	75.0%	12 / 16	100.0%	21 / 21	100.0%	1 / 1	100.0%	1 / 1	88.9%	8 / 9	75.0%	3 / 4
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Religion

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satisfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Buddhist	0.0%	0 / 1	0.0%	0 / 1	0.0%	0 / 1	0.0%	0 / 1	0.0%	0 / 1	0.0%	0 / 1	-	0 / 0	0.0%	0 / 1	0.0%	0 / 1	-	0 / 0	-	0 / 0	-	0 / 0
Christian	87.9%	313 / 356	82.7%	211 / 255	87.6%	218 / 249	86.4%	305 / 353	93.7%	328 / 350	85.2%	259 / 304	91.7%	299 / 326	97.4%	340 / 349	50.0%	15 / 30	74.2%	72 / 97	89.2%	157 / 176	74.2%	46 / 62
No Religion	86.6%	116 / 134	87.1%	81 / 93	91.1%	82 / 90	84.8%	112 / 132	91.7%	121 / 132	82.3%	93 / 113	95.8%	113 / 118	99.2%	127 / 128	58.3%	7 / 12	78.6%	33 / 42	88.7%	55 / 62	68.8%	22 / 32
Other	100.0%	11 / 11	100.0%	7 / 7	71.4%	5 / 7	100.0%	11 / 11	100.0%	10 / 10	100.0%	8 / 8	100.0%	10 / 10	100.0%	10 / 10	0.0%	0 / 1	75.0%	3 / 4	100.0%	4 / 4	100.0%	2 / 2
Prefer not to say / Unknown	87.5%	84 / 96	79.2%	57 / 72	84.7%	61 / 72	86.6%	84 / 97	87.6%	85 / 97	74.1%	63 / 85	88.0%	73 / 83	99.0%	95 / 96	80.0%	4 / 5	76.9%	20 / 26	90.9%	40 / 44	66.7%	16 / 24
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Appendix B (cont.)

Tenant Satisfaction Measures Survey - Equality & Diversity Breakdown

Disability

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satsfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Disability	89.6%	198 / 221	86.4%	133 / 154	90.7%	137 / 151	90.3%	196 / 217	91.6%	196 / 214	84.8%	162 / 191	94.4%	184 / 195	98.6%	209 / 212	52.9%	9 / 17	76.9%	60 / 78	91.2%	103 / 113	72.3%	34 / 47
No disability	86.4%	306 / 354	81.2%	207 / 255	85.1%	212 / 249	83.6%	295 / 353	92.6%	326 / 352	81.9%	244 / 298	92.0%	297 / 323	97.4%	339 / 348	53.3%	16 / 30	75.6%	68 / 90	89.0%	145 / 163	71.0%	49 / 69
Prefer not to say / Unknown	87.0%	20 / 23	84.2%	16 / 19	89.5%	17 / 19	87.5%	21 / 24	91.7%	22 / 24	77.3%	17 / 22	73.7%	14 / 19	100.0%	24 / 24	50.0%	1 / 2	0.0%	0 / 1	80.0%	8 / 10	75.0%	3 / 4
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Sexual Orientation

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satsfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Heterosexual	87.2%	441 / 506	83.8%	299 / 357	87.6%	305 / 348	86.4%	433 / 501	92.4%	459 / 497	83.1%	358 / 431	93.0%	423 / 455	97.8%	481 / 492	56.4%	22 / 39	77.7%	115 / 148	91.9%	215 / 234	71.7%	71 / 99
LGBTQ+	100.0%	9 / 9	83.3%	5 / 6	83.3%	5 / 6	77.8%	7 / 9	100.0%	9 / 9	100.0%	9 / 9	88.9%	8 / 9	100.0%	9 / 9	-	0 / 0	66.7%	2 / 3	100.0%	6 / 6	100.0%	2 / 2
Other	0.0%	0 / 1	0.0%	0 / 1	100.0%	1 / 1	0.0%	0 / 1	100.0%	1 / 1	0.0%	0 / 1	100.0%	1 / 1	100.0%	1 / 1	-	0 / 0	-	0 / 0	0.0%	0 / 1	0.0%	0 / 1
Prefer not to say / Unknown	90.2%	74 / 82	81.3%	52 / 64	85.9%	55 / 64	86.7%	72 / 83	90.4%	75 / 83	80.0%	56 / 70	87.5%	63 / 72	98.8%	81 / 82	40.0%	4 / 10	61.1%	11 / 18	77.8%	35 / 45	72.2%	13 / 18
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

Transgender

	TP01		TP02		TP03		TP04		TP05		TP06		TP07		TP08		TP09		TP10		TP11		TP12	
	Overall Satisfaction with OVH		Satisfaction with Repair Service		Satsfaction with Repair Timescales		OVH Provides a Home That is Well Maintained		OVH Provides a Home That is Safe		OVH Listens to Views & Acts on Them		OVH Keeps You Informed		OVH Treats You Fairly & Respectfully		Satisfaction with Complaint Handling		Satisfaction with Upkeep of Communal		Positive contribution to your neighbourhood		Satisfaction with ASB Handling	
Yes	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0	-	0 / 0
No	87.6%	507 / 579	83.2%	342 / 411	87.3%	351 / 402	86.1%	494 / 574	92.3%	526 / 570	83.1%	409 / 492	92.7%	484 / 522	97.9%	552 / 564	52.1%	25 / 48	75.7%	128 / 169	89.6%	249 / 278	71.6%	83 / 116
Prefer not to say / Unknown	89.5%	17 / 19	82.4%	14 / 17	88.2%	15 / 17	90.0%	18 / 20	90.0%	18 / 20	73.7%	14 / 19	73.3%	11 / 15	100.0%	20 / 20	100.0%	1 / 1	0.0%	0 / 0	87.5%	7 / 8	75.0%	3 / 4
Overall Satisfaction (All Strands)	87.6%	524 / 598	83.2%	356 / 428	87.4%	366 / 419	86.2%	512 / 594	92.2%	544 / 590	82.8%	423 / 511	92.2%	495 / 537	97.9%	572 / 584	53.1%	26 / 49	75.7%	128 / 169	89.5%	256 / 286	71.7%	86 / 120

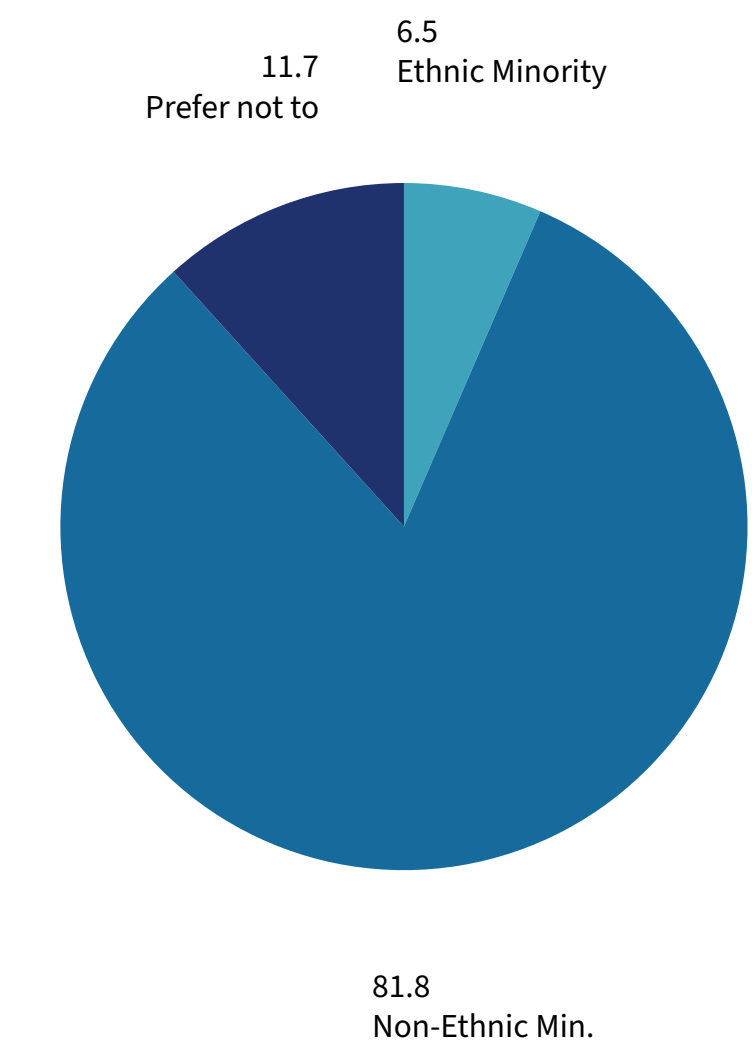


Appendix C

OVH Customer Profile Data - Mid-Year Update 2025/26

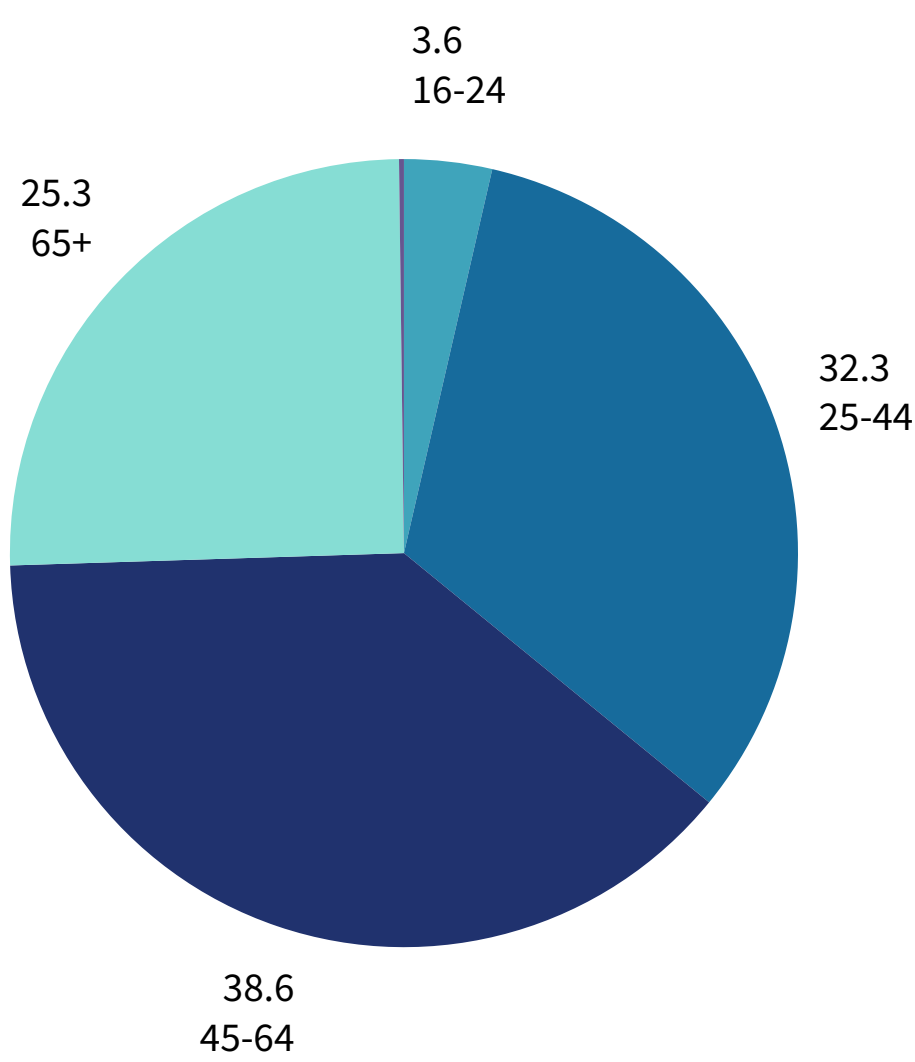
Ethnicity

	Percentage	Number
Ethnic Minority	6.5%	863
Non-Ethnic Minority	81.8%	10819
Prefer not to say / Unknown	11.7%	1546
	100.0%	13228



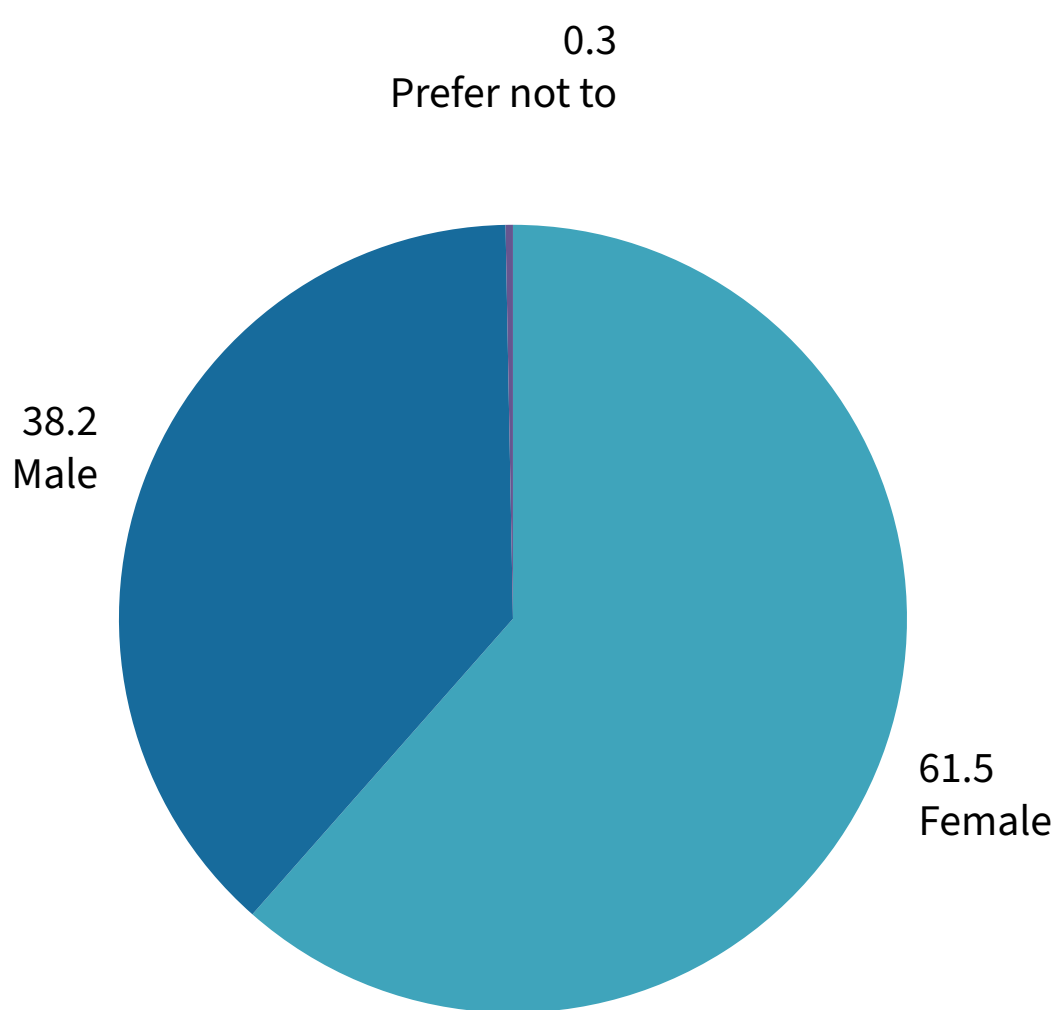
Age

	Percentage	Number
16 - 24	3.6%	473
25 - 44	32.3%	4270
45 - 64	38.6%	5111
65+	25.3%	3343
Prefer not to say / Unknown	0.2%	31
	100.0%	13228



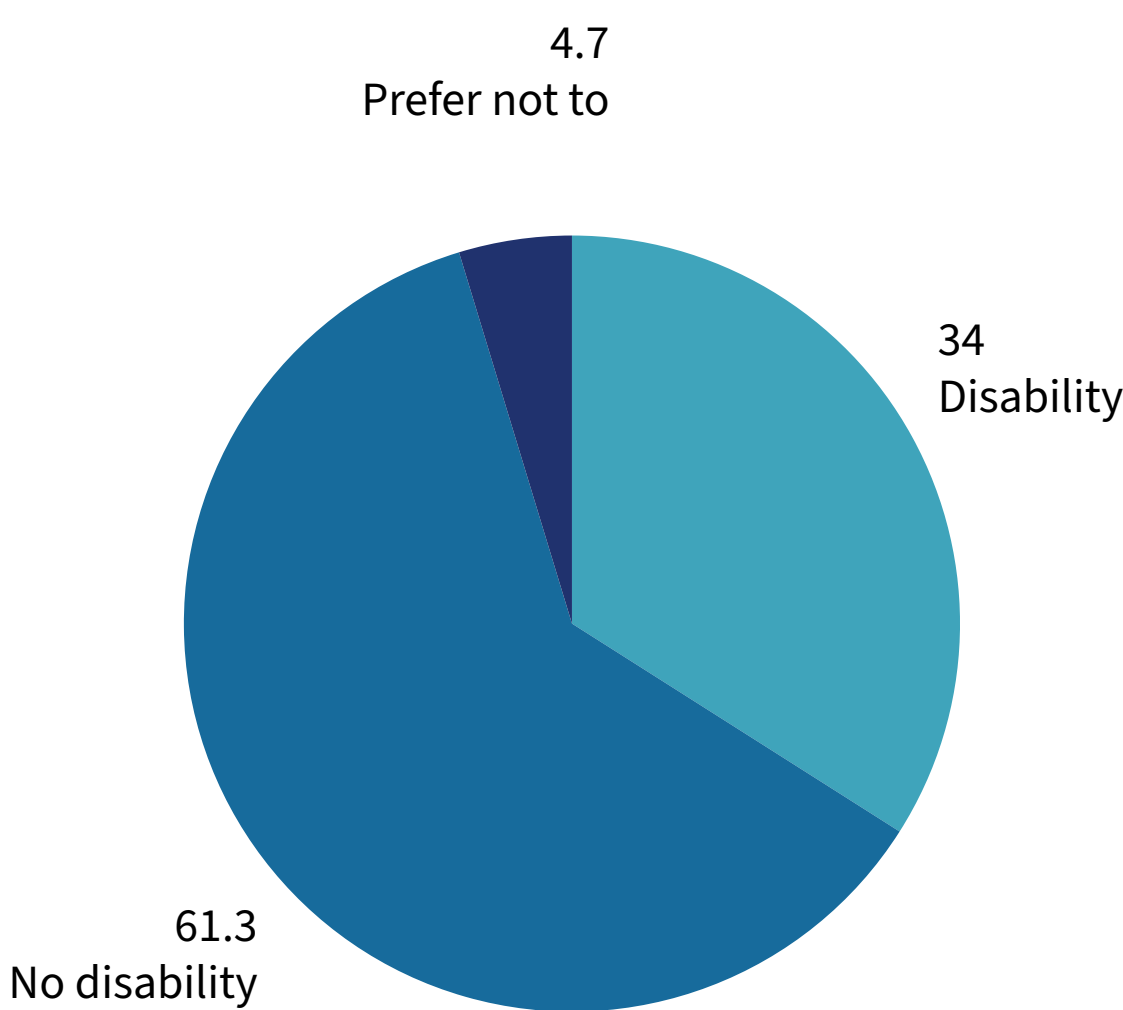
Gender

	Percentage	Number
Female	61.5%	8129
Male	38.2%	5059
Prefer not to say / Unknown	0.3%	40
	100.0%	13228



Disability

	Percentage	Number
Disability	34.0%	4502
No disability	61.3%	8105
Prefer not to say / Unknown	4.7%	621
	100.0%	13228

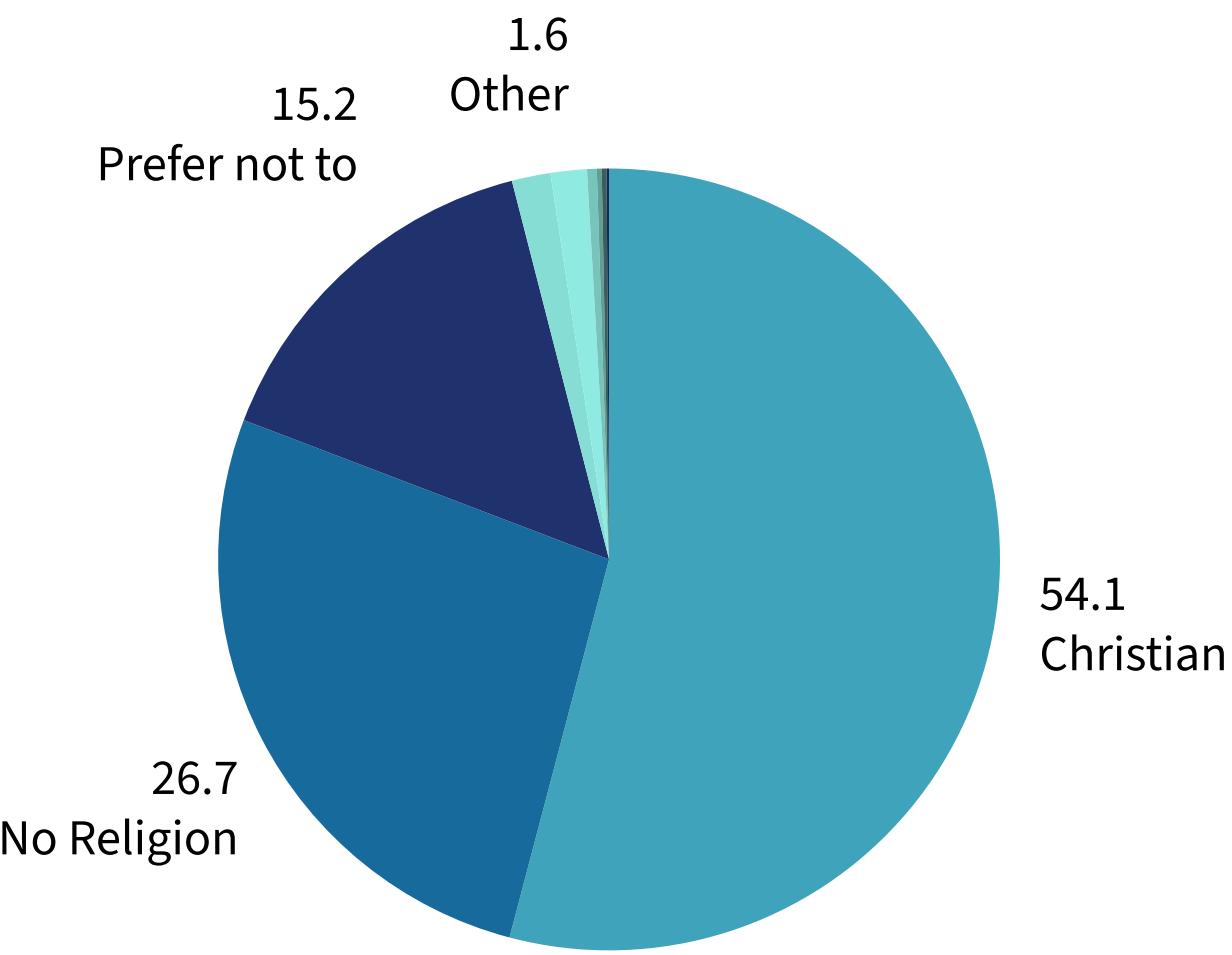


Appendix C (cont.)

OVH Customer Profile Data - Mid-Year Update 2025/26

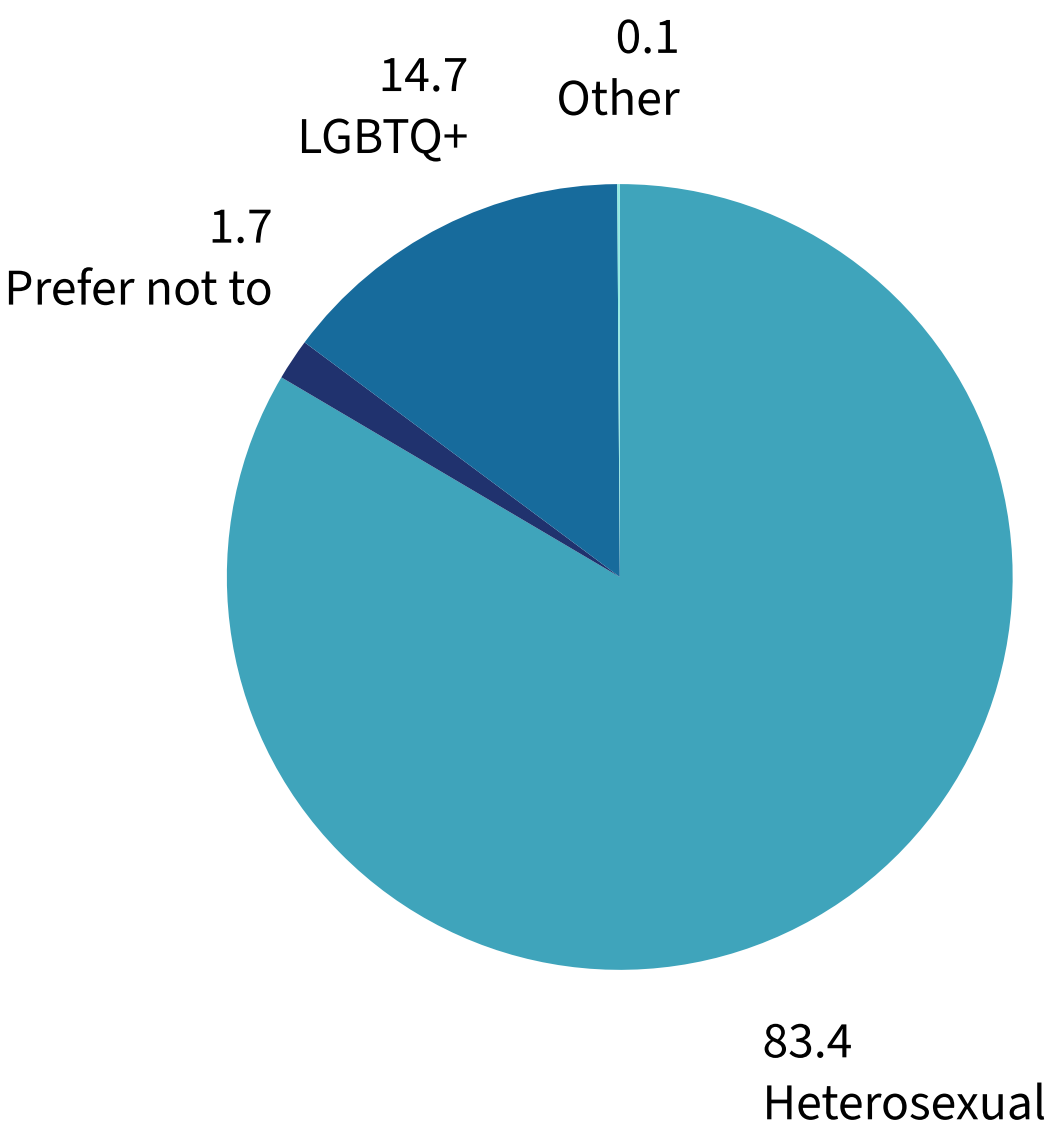
Religion

	Percentage	Number
Christian	54.1%	7153
No Religion	26.7%	3534
Prefer not to say / Unknown	15.2%	2014
Other	1.6%	212
Muslim	1.5%	198
Buddhist	0.4%	35
Agnostic	0.2%	26
Atheist	0.2%	26
Hindu	0.1%	17
Jewish	0.0%	4
Sikhism	0.0%	3
Bahai	0.0%	3
Paganism	0.0%	2
Jehovah's Witness	0.0%	1
	100.0%	13228



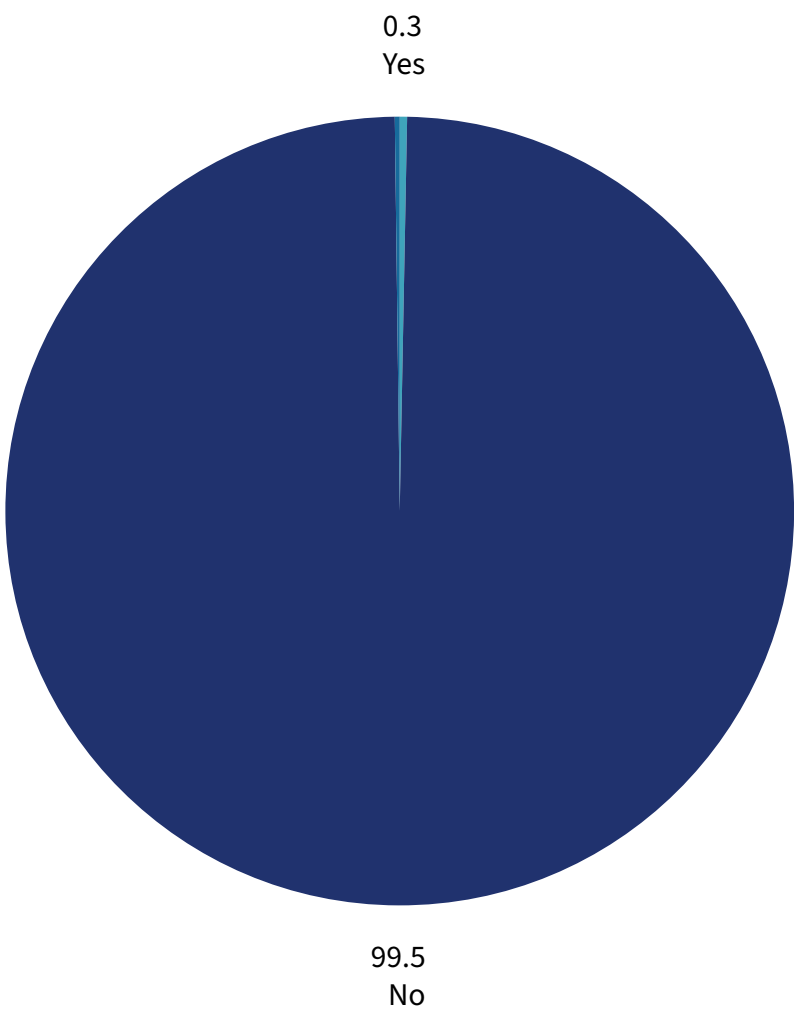
Sexual Orientation

	Percentage	Number
Heterosexual	83.4%	11037
LGBTQ+	14.7%	1949
Prefer not to say / Unknown	1.7%	229
Other	0.1%	13
	100.0%	13228



Transgender

	Percentage	Number
Yes	0.3%	36
No	99.5%	13170
Prefer not to say / Unknown	0.2%	22
	100.0%	13228



Appendix D

Customer Profile against Complaints Received at Stage One and Stage Two - Mid-Year Update 2025/26

Ethnicity

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Ethnic Minority	5.5%	21	0.0%	0	6.5%	863
Non-Ethnic Minority	73.9%	281	70.5%	43	81.8%	10819
Prefer not to say / Unknown	20.5%	78	29.5%	18	11.7%	1546
	100.0%	380	100.0%	61	100.0%	13228

*OVH wider customers base is made up of 6.5% Ethnic Minority customers – no disparities.

Age

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
16 - 24	2.6%	10	1.6%	1	3.6%	473
25 - 44	36.1%	137	39.3%	24	32.3%	4270
45 - 64	36.3%	138	36.1%	22	38.6%	5111
65+	16.3%	62	16.4%	10	25.3%	3343
Prefer not to say / Unknown	8.7%	33	6.6%	4	0.2%	31
	100.0%	380	100.0%	61	100.0%	13228

*Percentage of customers making complaint via age band is consistent with OVH customer profile.

Gender

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Female	63.7%	242	60.7%	37	61.5%	8129
Male	30.5%	116	37.7%	23	38.2%	5059
Prefer not to say / Unknown	5.8%	22	1.6%	1	0.3%	40
	100.0%	380	100.0%	61	100.0%	13228

*No disparities in data – Females make up 61.5% of OVH customer base.

Disability

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Disability	31.8%	121	36.1%	22	34.0%	4502
No disability	53.2%	202	50.8%	31	61.3%	8105
Prefer not to say / Unknown	15.0%	57	13.1%	8	4.7%	621
	100.0%	380	100.0%	61	100.0%	13228

Appendix D (cont.)

Customer Profile against Complaints Received at Stage One and Stage Two - Mid-Year Update 2025/26

Religion

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Christian	43.7%	166	45.9%	28	54.1%	7153
No Religion	25.5%	97	34.4%	21	26.7%	3534
Prefer not to say / Unknown	27.4%	104	18.0%	11	15.2%	2014
Other	1.1%	4	0.0%	0	1.6%	212
Muslim	0.8%	3	1.6%	1	1.5%	198
Buddhist	0.3%	1	0.0%	0	0.4%	35
Agnostic	0.8%	3	0.0%	0	0.2%	26
Atheist	0.5%	2	0.0%	0	0.2%	26
Hindu	0.0%	0	0.0%	0	0.1%	17
Jewish	0.0%	0	0.0%	0	0.0%	4
Sikhism	0.0%	0	0.0%	0	0.0%	3
Bahai	0.0%	0	0.0%	0	0.0%	3
Paganism	0.0%	0	0.0%	0	0.0%	2
Jehovah's Witness	0.0%	0	0.0%	0	0.0%	1
	100.0%	380	100.0%	61	100.0%	13228

Sexual Orientation

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Heterosexual	72.1%	274	73.8%	45	83.4%	11037
LGBTQ+	2.6%	10	1.6%	1	14.7%	1949
Prefer not to say / Unknown	25.3%	96	24.6%	15	1.7%	229
Other	0.0%	0	0.0%	0	0.1%	13
	100.0%	380	100.0%	61	100.0%	13228

*No disparities in data – LGBTQ+ customers make up 1.7% of OVH customer base.

Transgender

	Complaints - Stage One		Complaints - Stage Two		OVH Profile (All Customers)	
	Percentage	Number	Percentage	Number	Percentage	Number
Yes	0.3%	1	1.6%	1	0.3%	36
No	78.9%	300	73.8%	45	99.5%	13170
Prefer not to say / Unknown	20.8%	79	24.6%	15	0.2%	22
	100.0%	380	100.0%	61	100.0%	13228